

Silver Oaks HOA

3424 Paesanos Pkwy Ste. 100

Shavano Park, TX 78231

Phone: (210) 829-7202 * Fax: (210) 829-5207

sanantonio@fsresidential.com

Dear Owner(s):

FirstService Residential is proud to have been selected as the Managing Agent for Silver Oaks HOA and we look forward to serving the needs of your community.

Our mission is to deliver exceptional service and solutions that enhance the value of every property and the lifestyle of every resident in the communities we manage. The Board of Directors would like to provide you more information about the Association's rules and regulations, services provided by outside agencies, utilities and phone numbers for your convenience.

Owners in your community strive to make it a great place to live and enhance the long-term value of the property. To do this, everyone must comply with the Declarations of Covenants, Conditions, and Restrictions (DCCR) which are provided at time of closing. Most violations occur because of insufficient information or misinformation. The following information is provided to help clarify the requirements. If you have any questions, please call the Association Office at (210) 829-7202.

ASSOCIATION:

The Association is a non-profit organization. The Association owns and maintains the common area properties and facilities.

Every homeowner is an automatic member of the association, shares a portion of the responsibility for their support, and pays mandatory assessments.

Here are three ways you can make your payment:

1. Submit a check to our payment processing center:
Silver Oaks HOA
PO Box 62052
Newark, NJ 07101
2. Pay Online: To make a payment online, www.ClickPay.com/FirstService , you will also need to:
Click Register and create your online profile
Connect Your Unit using the property account number found on your statement or coupon
Set up Automatic Payments or click Pay Now to make one-time payments
For Help with ClickPay please call 1.888.354.0135(option 1)
Make sure to pay using an e-check as it is FREE! If you use a credit/debit card, there will be a fee charged by ClickPay.
3. Set up Auto Bill Pay with your financial institution.

ADMINISTRATION:

The FirstService Residential office is located on Paesanos Parkway off the access road of N. Loop 1604 E. in the Huntington West Office Building. The physical address is 3424 Paesanos Pkwy Ste. 100, Shavano Park, TX 78231. Hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m.

FirstService Residential Community Managers work at the direction of the Board of Directors. The overall responsibilities of FirstService Residential include collecting assessments, making disbursements, establishing the budgets, keeping financial records, and maintaining all administrative records of the Association. They also ensure the proper maintenance and operation of the common area facilities, in addition to managing the services of all contractors working on behalf of the Association.

COMMUNITY RESIDENT PORTAL:

To access your community's information, simply register on your Resident Portal at <https://SilverOaksHOA.connectresident.com> and click on Resident Access in the top-right corner. In order to successfully register, you will need to make sure FirstService Residential has your email address and at least one phone number on file. This is how the system will verify you as a resident of the community. We have posted two brief instructional videos at this website for your information: <http://connect.fsresidential.com/>

For the best experience with your new community resident portal, we suggest that you access it using one of the following browsers:

Google Chrome
Firefox
Safari

Don't wait! Register today to start taking advantage of all that FirstService Residential Connect has to offer. If you have any issues with registering, please contact our 24/7 Customer Care Center at 1 (877) 378-2388 for assistance.

BUILDING AND IMPROVEMENT APPROVAL:

Any exterior improvements to your home or property must be approved by the Architectural Control Committee (ACC) before work can be started. It is the responsibility of each owner to submit an electronic set of plans via email to accsatx@fsresidential.com plus any applicable fees for any improvement to the ACC for review. ***Plans must be approved before construction is to start.***

"Improvement" is defined as any addition or change to the existing property. Everything is covered from additions to homes, sidewalks, fences, landscaping, pool, patios, decks, flagpoles, basketball goals, athletic equipment, radio/TV antennae, satellite dishes, backyard sheds, gazebos, exterior colors to home, changing of windows, etc. Please submit a site plan (showing lot, existing house and any additions, intended placement on site, list of materials, colors, screening, etc.) to the Managing Agent's office.

LANDSCAPING:

It is the homeowner's responsibility to provide plantings and landscaping for their property and to maintain all such landscaping.

NEWSPAPER DELIVERY:

Delivery of the San Antonio Express News is available by calling (210) 250-2000.

MAIL DELIVERY:

Delivery is made Monday through Saturday and deposited in mail box units located on the common facilities. Keys can be picked up at your local post office. The mailboxes are the property of the USPS, not the Association.

Post Office – Mail Box Key: Leon Valley Station 1 (800) 275-8777
6825 Huebner Rd, San Antonio, TX 78238

GARBAGE SERVICES:

Garbage service is provided by Tiger Sanitation. Call Tiger to set up service. The number is provided below. Service pick up will be provided at the time of set up. Trash needs to be at the curb by 7:00 AM the morning of pick up. As a reminder, trash receptacles are not to be left in view of the street or neighboring lots until such days designated for collection. They must be stored out of view by the end of the day that the trash was collected.

UTILITIES:

City Public Service - Electric (210) 353-2222
San Antonio Water System - Water/Sewer (210) 704-7297
AT&T - Telephone/Cable/Internet (210) 820-6666
Spectrum - Telephone/Cable/Internet (210) 244-0500
C 6 Disposal Systems - Trash (210) 375-0066
Metro Waste - Trash (210) 807-8555
Tiger Sanitation - Trash/Garbage Pickup (210) 333-4287

SCHOOLS:

Northside Independent School District (210) 397-8500
Transportation Department - Bus Routing (code W) (210) 398-1550

***The schools that service this community are as followed:

Franklin Elementary School
Scarborough Elementary School
Folks Middle School
Harlan High School

EMERGENCY:

Fire (Non-Emergency, District 7 Fire & Rescue) (210) 688-0665
Bexar County Sheriff - Non-Emergency (210) 335-6000

ALL EMERGENCY SERVICES MAY BE REACHED BY DIALING 911

SIGNS:

The DCCR prohibits all contractor and supplier signs in yards and vacant lots. Please inform your contractor or supplier that installing any temporary or permanent signs of any kind are prohibited.

ATHLETIC AND RECREATION FACILITIES:

Athletic and recreational facilities either of a permanent or temporary nature shall not be placed within the required front setback. Lighting and fencing shall be allowed only with the approval of the ACC.

CAMPERS, TRUCKS, BOATS AND RECREATIONAL VEHICLES:

They may not be kept on any lot unless they are fully enclosed within the garage located on such lot and/or screened from view by a screening structure or fencing approved by the ACC. These vehicles and accessories must be in operable condition.

PETS:

All household pets shall at all times, except when they are confined within the boundaries of a private single-family residence, be restrained or controlled by a leash, rope or similar restraint. **Please do not let your pets run loose.** No one wants their landscaping damaged nor wants to clean up after someone else's pet.



Please Call Our Customer Care Center

24 Hours a day:

1 (877) 378-2388

Fax: (210) 829-5207

www.fsresidentialsa.com

3424 Paesanos Pkwy Ste. 100
Shavano Park, TX 78231



Making a Difference.
Every Day.

For Improvement Requests and Status: Architectural Department

Email: accsatx@fsresidential.com

For Account Balances or Payments: Account Receivable Department

Email: arsatx@fsresidential.com

Online Payment:

<https://www.clickpay.com/custom/fsr/login.html>

For Closing Information:

Resales Department

Email: CustServ@WelcomeLink.com

Community Website: SILVEROAKSSA.COM

Business Hours: Monday-Friday 8:00 AM-5:00 PM

HOA Management Contact

Phone: (210) 829-7202
Fax: (210) 829-5207

Peggy Spore
Community Manager
Peggy.Spore@FSResidential.com
Office: 210-582-6000

casatx@fsresidential.com